

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

June 4, 1998
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

Roy Levenda, Glendale Fire Department,
Chairman
Harry Beck, Phoenix Fire Department
Fred Conway, Mesa Police Department
David Marshall, Scottsdale Police Department
Cliff Jones, Tempe Fire Department

Jean Hudson-Maiocco, Maricopa County
Sheriff's Office
Rick Patscheider, Tolleson Police Department
Peter Ramsay, Peoria Police Department
Margaret Dixon for Cecile Woodward,
Phoenix Police Department

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA
Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire
Department
Glen Floe, Maricopa County Emergency
Management

Barbara Jaeger, ADOA
Warren Leek, Maricopa County Emergency
Management
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Roy Levenda at 2:00 p.m.

2. Approval of the October 30, 1997 Meeting Minutes

Harry Beck moved, Peter Ramsay seconded, and it was unanimously carried to approve the minutes of the October 30, 1997 MAG 911 Oversight Team meeting.

3. Update on FY 1998 MAG PSAP Equipment Funding Request Amendments

Mary Dysinger-Franklin updated the Oversight Team regarding funding requests. DPS requested \$30,000 for five additional positions and TDDs. These items are needed to support their present operations.

Amendments were made to Chandler funding in the amount of \$3,200 and to Paradise Valley in the amount of \$1,800. This was due to the change relating to preliminary budget quotes as to final budget quotes and represent actual charges.

Roy Levenda commented that the Technical Committee can approve an amount limited to 10% of the total equipment budget.

Chairman Levenda asked for any questions and thanked Ms. Dysinger-Franklin for her report.

4. Update of FY 1999 MAG PSAP Equipment Funding Request Amendments

Mary Dysinger-Franklin stated the FY 1999 budget has been submitted to the Department of Administration, but has not been approved yet. During an audit, an \$11,000 clerical error was found and the budget was changed to reflect the correct amount.

Ft. McDowell has requested an additional \$54,000 in order to become a primary PSAP. They are receiving the required minimum number of emergency calls to become a primary PSAP. Their residents seldom call 911 now because they know their call is going outside the department. By becoming a primary PSAP they feel it would allow their citizens access to the full use of the 911 system. They are also in the process of updating their addresses. Chairman Levenda asked if the addressing would be completed before amending our budget. Ms. Dysinger-Franklin responded that we would request the amendment before they complete addressing but no equipment would be ordered or installed before addressing completion. Harry Beck asked if their system would integrate with the east valley systems. Ms. Dysinger-Franklin stated that it would as the network is already in place. Margaret Dixon asked the amount of calls placed by Ft. McDowell residents in 1997. Ms. Dysinger-Franklin replied the total was 4,400 dispatches, which Fort McDowell constitutes as approximately 13,000 calls. A survey taken in January showed 200 calls per week during a slow week.

Fred Conway moved, Dave Marshall seconded, and it was unanimously carried to allow for the amendment on the condition that Ft. McDowell be fully addressed with a 10% or less error rate. This dollar amount needs to be approved by this committee before sending the amendment to the state for approval.

5. Maintenance Funding Review

Chairman Levenda stated that the City of Mesa and Rural Metro in Scottsdale have decided to contract with vendors other than US West to supply equipment. The City of Mesa has not requested funding, but we anticipate they will request funding for the maintenance of their CPE. Rural Metro has not requested funding.

Barbara Jaeger stated that the funding request will impact FY 2000. Since the new equipment will come with a one year warranty, the funding will not impact until that time. She noted that they were not eligible at this time for a retrofit. The City of Mesa sent out an RFP using their own funding.

Mr. Conway stated that the City of Mesa will establish its own in-house trained maintenance staff. The Mesa RFP process allowed them to acquire CPE at a \$600,000 savings. Mr. Conway informed the

Committee that the City is expanding their center. Incoming 911 calls are received from Mesa, Apache Junction, and Gilbert under their city's dispatching agreements.

Ms. Jaeger stated that the maintenance contract will need to be renegotiated with US West based on a per PSAP contract. Mr. Conway commented that US West is still providing network service, only the internal mechanism (CPE) has changed. Larry Beauchat asked if the new equipment is the same type of equipment as on the previous system. Mr. Conway stated that the equipment is different, but the functionality is the same.

Ms. Jaeger stated that Rural Metro went outside our system and did not use a bid process. Rural Metro is aware we will not be maintaining their equipment. Chairman Levenda expressed concern that they may want service in the future. He stated that City of Mesa made a good decision to seek lower cost alternatives and other communities may follow. Mr. Conway noted that there are many aggressive vendors looking for new business. Ms. Jaeger commented that the competitive bid process must be followed adhering to established guidelines. Chairman Levenda noted that the state would have to look into how the funds would be broken out for those communities using other maintenance arrangements. Mr. Beck commented that this would be an indication of an increased management challenge, since dependable equipment and maintenance, guidelines to agencies, and the integrity of the system will all need to be considered. Mr. Conway stated he shares the same concerns. He stated that their City Council had required their department to seek competitive bids. Mr. Conway feels that US West prices will come down due to the competition. However, we want a workable system. Having in-house technicians will allow for more control. Mr. Beauchat asked the cost of in-house vs. private sector maintenance. Mr. Conway responded that had not been determined yet.

Chairman Levenda asked if there were any questions and thanked Ms. Jaeger for her report.

6. Local Number Portability (LNP) Update

Jim Wortham stated among the twenty one potential wireline providers and six wireless providers that can provide dialtone to our system, only four are participating in local number portability testing. US West will be coordinating LNP testing beginning the week of June 22nd. The deregulation of the telephone companies has created some interesting scenarios that can negatively impact E 911 service delivery within our county-wide system. A component of the LNP testing will confirm the overall network response timing before and after LNP is in place. Various 911 test calls will be made to validate network performance. Preliminary network testing within US West has not identified any serious network problems.

7. N11 Update

Mr. Wortham reported that House Bill 2653 prohibits denying or restricting access to a 911 telephone number except for specific entities authorized by the Corporation Commission. On May 28, 1998, the bill was signed by the governor. Mr. Wortham stated that examples of entities that are authorized to restrict access may include companies that deal with hazardous materials and have their own procedures in place for dealing with emergencies. Harry Beck asked if HB 2653 will impact companies that use their own emergency systems. Mr. Wortham replied that major corporations, such as BOB, Sky Harbor Airport, and TRW, use their own emergency systems before 911 is called. Mr. Beck asked if the

Corporation Commission has to allow them to continue to use their systems in this manner. Mr. Wortham replied that was correct. Mr. Wortham mentioned the upcoming area code split that was anticipated to take place in August is still on hold.

Chairman Levenda asked if there were any questions and thanked Mr. Wortham for his report.

8. Consultant Study

Chairman Levenda stated that the maintenance contract with US West expires in 1999. A consultant had previously studied the overall system, but due to all the recent changes and to explore new options, a new study should be done.

Ms. Jaeger stated that no funding request for a consultant study has been submitted for the next year. Limited funding money for a consultant is available. We will not know if funds are there until the current RFP for a consultant goes out. Mr. Beauchat suggested an RFI be sent out for the entire state program, in which the requirements are users, state, and FCC Phase I & II compliance. He stated the cost of the study has not been determined. Mr. Beck stated long range issues need to be considered and would be a foundation to develop a plan. Mr. Beauchat agreed and stated he would prepare a draft. He noted that surveying end users is a big part of the process and completing one big study is more cost effective than a couple of smaller, independent studies. Ms. Jaeger stated that this study would address FCC Phase II funds and be presented to the Legislature. She mentioned that it was important to present specific items to the Legislature and combining the two studies might confuse the Legislative funding issues. Mr. Beck commented that a lot of issues need to be addressed in Maricopa County. He expressed that maintaining the database is a huge task and a lot of changes are going on, so we need to push for the next fiscal year. Ms. Jaeger noted that a formal request for FY 2000 should be drafted.

Mr. Wortham suggested extending the contract with US West for one year. Within that year, an RFP or RFI could be developed to include our elements. Ms. Jaeger stated that the contract extension should be based on per PSAP maintenance with US West rather than one lump sum. As it stands now, we are paying the same amount with one less PSAP and less equipment. Chairman Levenda agreed and stated that it is important to do a study and recommended the Technical Subcommittee work on a dialogue.

Chairman Levenda stated funding is needed for a consultant study on the five-year maintenance contract.

Cliff Jones moved, Harry Beck seconded, and it was unanimously carried to provide direction to the Technical Subcommittee to move forward with a one year maintenance contract extension with US West with noted changes and to request funding for a consultant study in FY 2000.

9. Disaster Recovery

This agenda item was taken out of order.

Chairman Levenda introduced Warren Leek and Glen Floe of Maricopa County Emergency Management. Mr. Leek stated he and Mr. Floe attended today's meeting to familiarize the Committee with the Maricopa County Emergency Resource Manual, which Mr. Floe updates. The resource manual contains information on whom to call in an emergency and equipment listing. The current version of

the manual is December 1997 and is presently being revised. Mr. Leek would like the Oversight Committee to review and comment on the manual. He also informed the Committee to call 273-1411 if anyone would like to be added to the distribution list.

Mr. Wortham suggested the PSAP Managers should also be involved in the review process and requested Mr. Leek and Mr. Floe attend the next PSAP Managers meeting. Chairman Levenda noted that the manual is an excellent resource for operational questions or disaster recovery situations. Chairman Levenda asked if there were any questions and thanked Mr. Leek and Mr. Floe for their report and attending the meeting.

There being no further business, the meeting was adjourned at 3:00 p.m.